

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

Miscellaneous

Chapter Title:

**Personal Use of
State Phones**

Chapter Number:

0800.0

Issued: September 30, 1996

Revised: October 24, 2008

POLICY

Agencies shall establish policies to manage and control the personal use of state telephones.

State telephones are provided for state business and should not incur costs associated with personal use.

STATE USAGE GUIDELINES

Any agency policy regarding the use of state telephones for personal use should be consistent with the following:

- Do not place personal long distance calls from state telephones, except when arrangements are made with the long distance operator at the time of the call to directly bill the caller. For the purpose of this section, long distance calls refer to any call with one or more Zone Usage Measurement (ZUM) charges.
- Do not make personal long distance calls.
- Personal telephone calls must not interfere with state business.
- The number and length of personal calls should be kept to a minimum.
- Establish a process of reviewing toll and CALNET calls.
- Employees found in violation of personal telephone use policies are subject to disciplinary action.



Note:

FRAUD AND ABUSE

This program identifies possible misuse of state telephones for personal calls. Call information is sent to the agency billing address shown on the invoice. Agencies must notify the appropriate service provider if fraud or abuse is suspected.